

E-D1345A-08-0172

ORIGINAL



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ARIZONA CORPORATION COMMISS. ...

UTILITY COMPLAINT FORM

4700

Investigator: Al AmezcuaPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2008 - 72693Date: 11/3/2008 Corporation CommissionComplaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

DOCKETED

NOV - 4 2008

Complaint By: First: Lorraine Last: LugoAccount Name: Lorraine LugoHome: (000) 000-0000Street: [REDACTED]Work: (000) 000-0000City: PhoenixCBR:State: AZ Zip: 85022is:Utility Company: Arizona Public Service CompanyDivision: ElectricContact Name: for assignmentContact Phone: n/aNature of Complaint:

11/03/08 She wanted to voice her opinion and make the Commission aware that this is outrageous for senior citizens. She feels that this is a bad idea with the way the economy is currently. People are on a fix income and these high rates APS is requesting is just not fair. She had asked on an energy capacitor which she is currently doing research on. Once she has all the information available she will then call APS.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

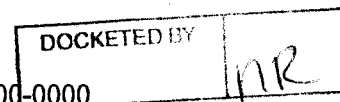
11/3/08 I advised Ms. Lugo that her comments regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.

End of Comments

Date Completed: 11/3/20082008 NOV - 4 P 2:06
AZ CORP COMMISSION
DOCKET CONTROL

RECEIVED

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